

In the Specification

Please replace paragraph [0001] on page 1 of the previously submitted substitute specification with the following replacement paragraph.

[0001] This application is a continuation of application serial number 09/910,~~169~~160, filed July 20, 2001, now issued U.S. Patent No. 6,621,899, which was a continuation of application serial number 09/399,528, filed September 20, 1999, now U.S. Patent No. 6,282,284 which was a continuation of 09/019,090 filed February 5, 1998, now U.S. Patent No. 5,991,394, which was a continuation of application serial no. 08/426,533 filed April 21, 1995 now abandoned. The present invention relates generally to a method and system for establishing voice communications between a computer user and a business and, more particularly, a method and system for establishing voice communications between a computer user and an agent of a business via a computer network, such as the Internet, wherein the computer user transmits a call request over the computer network to a telephone switching system associated with the agent and, in response to the call request, the telephone switching system calls the computer user and connects the agent to the computer user when the computer user answers the call.